

doc-Q-ticket provides a structured process for the transfer of documents electronically to the Central Reprographics Department (CRD) or print room for processing. Documents arrive at the print centre in a print ready format combined with all the information and instructions necessary to complete the finished document. Users' staff time spent delivering hard copy, CDs or other media is eliminated, the discipline of an electronic job ticket avoids costly errors and print job management in the print room is simplified.



Features of doc-Q-ticket:

- Local client print queue and server components
- Customisable job ticket design
- Numbered job ticket receipts
- Works with any Windows supported printer
- No re-flow of jobs WYSIWYG
- Integrates with 3rd party accounting systems

Server component and local print queue

The server component of this optional module resides with doc-Q-manager on the CRD print server. The client component installs as a local print queue to which users print jobs they wish to be ticketed and processed by the CRD. A separate web service module enables ticketed jobs to be sent across the internet.

No page re-flow - WYSIWYG

Client users can preview their job on the job ticket queue before submission. All fonts required for the job are submitted along with the job and ticket. What the operator sees on the CRD print server is what the user sees on his local job ticket print queue. No page re-flow arises.

Customisable job ticket design

The server module provides an easy to use HTML forms design tool. Job tickets may be designed to set out the full CRD service options available to client users and provide mandatory fields to ensure all essential instructions are captured. Features such as dynamic graphics and cost estimation are supported.

Numbered job ticket receipts

Clients receive a unique numbered job ticket receipt when the job arrives in the CRD and can print this locally for reference. This numbered ticket can also be printed with the job in the CRD.

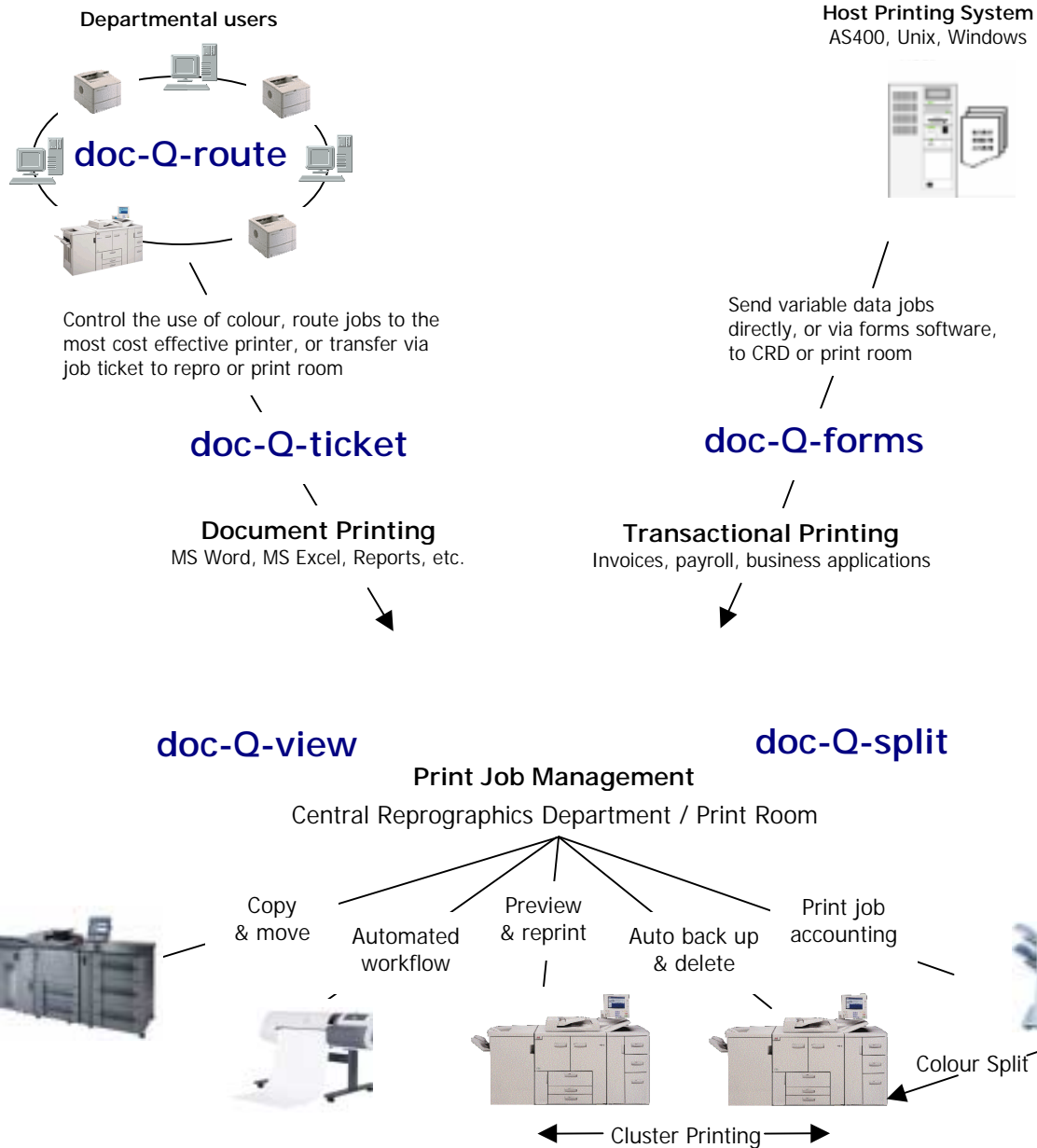
Integrated accounting

In addition to doc-Q-managers' own extensive activity logging capability, doc-Q-ticket integrates with various third party print accounting software. When client billing print accounting is required, client billing codes may be automatically called for inclusion on the job ticket. In addition, off-line finishing charges such as wire binding, lamination and posting options may also be captured and charged into the print cost accounting system records.

Any Windows addressable printer supported

As doc-Q-ticket can address any Windows printer, heterogeneous printer populations can be managed. The CRD operator simply selects the relevant output device based on finishing capabilities or printer status.

Software to control document and transactional printing



Minimum system requirements:

doc-Q-manager: Windows® 2000 + SP3 (Professional or Server) / Windows® XP Professional / Windows® 2003 Server, IBM® compatible PC, Intel P4 2.2 GHz or higher, 512Mb RAM, 40Mb available disk space for installation, the spool folder must be on an NTFS formatted drive with adequate free space for spool file storage (suggested 10Gb).
To receive notification pop-up messages, user's PC should be running Windows® Messenger.

doc-Q-view: doc-Q-manager[†], 40Mb available disk space for installation.

doc-Q-split: doc-Q-manager[†].

doc-Q-ticket Form Server: doc-Q-manager[†], 8Mb available disk space for installation.

doc-Q-ticket Form Designer: Windows® 2000 + SP3 (Professional or Server) / Windows® XP Professional / Windows® 2003 Server, IBM® compatible PC, Windows® operating system minimum hardware requirements, 8 Mb available disk space for installation, Internet Explorer® 5.5 or higher.[‡]

doc-Q-ticket Client: Windows® NT4 + SP6a / Windows® 2000 (preferably with SP3) / Windows® 2000 Terminal Server Clients^{***} / Windows XP / Windows 2003 Server, IBM® compatible PC, Windows® operating system minimum hardware requirements, 8Mb available disk space for installation, Internet Explorer® 5.0 or above, screen resolution of at least 800 by 600.

doc-Q-ticket Web Service: Windows® 2000 + SP3 / Windows® 2003 Server, IIS version 5 / IIS version 6, 1Mb available disk space for installation.

doc-Q-forms: Windows® 2000, IBM® compatible PC, Intel P4 2.2 GHz or higher, 512 Mb RAM or higher, 10Mb available disk space for installation, Microsoft® Word Office 2003.[†]

[†] For performance reasons it is not recommended to install doc-Q-forms on the same PC as doc-Q-manager.

[‡] doc-Q-ticket Form Server, doc-Q-split and doc-Q-view modules must install to the same PC as doc-Q-manager.

^{***} Terminal Server support is for clients only. doc-Q-manager must run on a separate print server PC.

doc-Q-route Server: Windows® 2000 + SP3 (Professional or Server) / Windows® XP Professional[†] / Windows® 2003 Server, IBM® compatible PC, Intel P4 2.2 GHz or higher, 512Mb RAM, 10Mb available disk space for installation, adequate hard disk space for spool file storage (suggested 10Gb).

To receive notification pop-up messages, user's PC's should be running Windows® Messenger. To receive emails there should be an SMTP server accessible.

The Server runs as a Windows Service.

doc-Q-route Admin[†]: Windows® 2000 + SP3 (Professional or Server) / Windows® XP Professional / Windows® 2003 Server, IBM® compatible PC, Intel Pentium III 800 MHz or higher, 128Mb RAM, 10Mb available disk space for installation.

[†] See [Microsoft Knowledge Base article # 815913](#)

[‡] doc-Q-route Admin may be run remotely providing the user has administrator rights to the doc-Q-route Server PC.

Printer Support

doc-Q-manager supported print job languages: ASCII (copy / move / reprint / split / preview), Windows® EMF (1.003, 1.008) (copy / move / reprint / split / preview), RAW (copy / move), RPCS (page count, copy / move).

doc-Q-view supported print job languages: Adobe® PostScript®, Adobe® PostScript® level 2, Adobe® PostScript® level 3™. PCL4, PCL5, PCL5e, PCL5c, PCL6 / PCL-XL.

doc-Q-ticket supported printers: Any Windows® supported printer.

doc-Q-split supported print job languages: Windows® EMF (1.003, 1.008).